BEFORE

THE PUBLIC SERVICE COMMISSION OF

SOUTH CAROLINA

DOCKET NO. 2019-363-E

IN RE: Inquiry Initiated by Commissioner Ervin to)
Investigate the Reported Sale of Customers')
Personal Information to Third-Parties by
Dominion Energy South Carolina,
Incorporated
Inco

TO: K. CHAD BURGESS, ESQUIRE, DIRECTOR AND DEPUTY GENERAL COUNSEL AND MATTHEW W. GISSENDANNER, ESQUIRE, SENIOR COUNSEL FOR DOMINION ENERGY SOUTH CAROLINA, INC.:

The South Carolina Office of Regulatory Staff ("ORS") hereby requests, pursuant to S.C. Code Ann. §§ 58-4-50(A)(2), 58-4-55(A), (Supp. 2018) and 58-27-160, 58-27-1570, and 58-27-1580 (2015) that Dominion Energy South Carolina, Inc. ("DESC" or the "Company") provide responses in writing and electronically where required and under oath and serve the undersigned by January 24, 2019, to ORS at 1401 Main Street, Suite 900, Columbia, South Carolina, 29201. If you are unable to respond to any of the audit requests, or part or parts thereof, please specify the reason for your inability to respond and state what other knowledge or information you have concerning the unanswered portion.

As used in these audit requests, "identify" means, when asked to identify a person, to provide the full name, business title, address and telephone number. As used in these audit requests, "address" means mailing address and business address. When asked to identify or provide a document, "identify" and "provide" mean to provide a full and detailed description of the document and the name and address of the person who has custody of the document. In lieu of

providing a full and detailed description of a document, a copy of the document may be attached with the identity of the person who has custody of it. When the word "document" is used herein, it means any written, printed, typed, graphic, photographic, or electronic matter of any kind or nature and includes, but is not limited to, statements, contracts, agreements, reports, opinions, graphs, books, records, letters, correspondence, notes, notebooks, minutes, diaries, memoranda, transcripts, photographs, pictures, photomicrographs, prints, negatives, motion pictures, sketches, drawings, publications, and tape recordings.

Wherever in this audit request a masculine pronoun or possessive adjective appears, it refers to both males and females in accordance with traditional English usage.

IT IS THEREFORE REQUESTED:

- I. All information shall be provided to ORS in the format requested.
- II. All responses to the requests below must be labeled using the same numbers as the requests.
- III. The requested information shall be bound in 3-ring binders with numbered tabs between each question. All exhibits shall be reduced or expanded to 8 ½" x 11" format, where practical.
- IV. If information requested is found in other places or other exhibits, reference shall not be made to those; instead, reproduce and place a copy of the requested information in the appropriate numerical sequence.
- V. That any inquiries or communications relating to questions concerning clarification of the information requested below should be directed to Ryder C. Thompson [803.737.0664], Sarah Wilhite [803.737.0886], Christopher M. Huber, Esquire [803.737.5252], and Alexander W. Knowles, Esquire [803.737.0889] of ORS.
- VI. This entire list of questions shall be reproduced and included in front of each set of responses.
- VII. Unless otherwise set forth below, DESC shall provide one (1) paper copy/binder of responses to ORS. In addition, and if technically feasible, it is requested that DESC provide one (1) electronic version of the responses with live formulas in spreadsheets used to produce responses, whether or not the responses themselves

- are in spreadsheet format. Unless otherwise set forth below, DESC shall provide all documents in a searchable format.
- VIII. If the response to any request is that the information requested is not currently available, please state when the information requested will be provided to ORS.
- IX. In addition to the signature and verification at the close of DESC's responses, the DESC witness(es) or employee(s) or agent(s) responsible for the information contained in each response shall be indicated at the bottom of each response.
- X. This request shall be deemed to be continuing so as to require DESC to supplement or amend its responses as any additional information becomes available, until such time as the ORS report is filed.
- XI. If the information requested is kept, maintained, or stored using spreadsheets, please provide electronic versions of the spreadsheets, including the formulas used and embedded in the spreadsheet.

DEFINITIONS:

- 1) "Commission" means the Public Service Commission of South Carolina.
- 2) "Customer information" means non-public information or data specific to a DESC retail electric or gas customer or group of customers, including, but not limited to, electricity consumption, natural gas consumption, load profile, billing history, personal identifying information (name, address, census block), dates of service, telephone/e-mail address, account numbers (financial and utility), meter number or credit history, that is or has been obtained or compiled by DESC in connection with the supplying of electric or natural gas services to that customer or group of customers.
- 3) "DESC" means Dominion Energy South Carolina, Inc. and its predecessors, including South Carolina Electric & Gas, Incorporated ("SCE&G").
- 4) "Dominion" means Dominion Energy, Inc. and any Subsidiary or Affiliate of Dominion Energy, Inc., including DESC.
- 5) "HomeServe" means HomeServe USA Repair Management Corporation and/or North American Warranty, Incorporated.
- 6) "Subsidiary" and "Affiliate" shall have the definitions respectively assigned to them in DESC's July 1, 2019 proposed Code of Conduct filed with the South Carolina Public Service Commission in Docket No. 2017-305-E.¹

¹ DESC's proposed Code of Conduct is available here: https://dms.psc.sc.gov/Attachments/Matter/91420b47-ec04-4409-8b34-1c9fdf49dc2f

REQUESTS:

- 2-1 State whether DESC or Dominion has or had during the time period of January 1, 2013, through November 30, 2019, relationships with any other third parties similar to the relationships with HomeServe and Dominion Products and Services, Inc. whereby customer information was provided to the third party which then used it for marketing purposes to DESC customers. For all such other third parties (if any), provide the following:
 - (a) Name and business address of the third-party.
 - (b) Any contracts and/or service agreements with third parties that describe the type of customer information and usage being sold or shared.
 - (c) Any and all measures DESC has taken to protect its customers' information that was provided to any third-party. Describe the measures by year.
 - (d) The amount of compensation paid to or received by DESC from any third-party related to the contract/agreement/relationship, including but not limited to the amount of compensation received for the sale or sharing of customer information.
 - (e) An explanation of how any compensation described in response to question (d) above is recorded or otherwise accounted for by DESC.
 - (f) An example of the accounting entries of compensation paid to DESC by any third-party for the sale or sharing of customer information.
- 2-2 DESC's response to Information Request 1-36 indicated that only documentation for all HomeServe mailings in the Dominion Energy South Carolina area were being provided. Please supplement this response to provide a copy of all materials sent to or targeting DESC customers related to the services/product HomeServe offers by any method of communication, including but not limited to U.S. Mail, social media, text, email, telephone, envelopes mailed to customers, bill inserts, and bill messages on billing statements. To the extent your response to 2-1 identifies any other third parties, please provide the same materials for those parties for the services/products they offer.

Christopher M. Huber, Esquire Alexander W. Knowles, Esquire

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